



Dairy for life

Fonterra Procurement

SAP Ariba Account Users
Frequently Asked Questions



Information for Account Users

This guide provides some questions and answers and basic trouble shooting for things like creating an account (registering), login and password resets, login errors messages, updating your email addresses and usernames, as well as how to find your SAP Business Network ID Number (ANID).

GETTING SET UP

How do I register?

You will need to set up an SAP Business Network account or link your existing account to Fonterra. You will receive the invitation by e-mail. You can refer to our [User Guides](#) for further information.

Can we use the same account for two different entities?

Every legal entity must have their own SAP Business Network Account ID (ANIDs). You do have the ability to manage multiple accounts in an account hierarchy.

Administrator: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company must have their own Username and Password to access the account.

When I created an account, why do I get an error message that "User already exists. Please enter a different username."?

- You are receiving this message because the username you are entering is already associated with an SAP Business Network, SAP Business Network Discovery, or SAP Business Network Sourcing Supplier Account.
- You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

Note: SAP Business Network requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Where do I find my SAP Business Network ID (ANID) number?

Your account's ANID number appears under Account Settings icon in the top right. It is also visible at the bottom of every page, to the right of your company's name.

1. Log into your Ariba Network account – go to service.ariba.com and select Supplier
2. Click on the icon at the top right of the page, your ANID is found there

Note: If you are unable to access your account (unknown username and / or password) and the registered email address is accessible, please reset the password. The email you receive will reveal the username and allow you to reset the password.

PASSWORDS

What will I do if I forgot my password?

If you forget your password, go to **supplier.ariba.com** and follow these steps:

1. Click **Having Trouble logging in?**
2. Select **I forgot my password or username** and click **continue**
3. **Enter the email address** linked to your username and click **continue**
4. You will receive a **password reset email** from ordersender-prod@ansmtp.ariba.com

I haven't received the password reset email, what do I do?

SAP Business Network delivers instructions to the email address connected to your account once you request a password reset.

If you didn't get a password reset email, check the following possibilities:

- Your username is case-sensitive.
- Your username is either not associated with the email address you are checking, or it is formatted incorrectly.
- Remember that although your username is in the form of a complete email address, it can be connected to any email address you've already supplied.
- Go back to the SAP Business Network login page and click the Forgot Username link to make sure you are entering the username and format correctly.
- Type in the email address linked to your account, then hit Submit.
- An email containing the precise format of the username connected to the email you provided will be sent to you.

Note: You may have saved the email you received from SAP Ariba verifying the creation of your account. Find your username prefixed with: 'your username'.

Even though you provided the proper username, you did not get the email notification of the password reset. If the configured email address is different from the account you are checking, then this can happen.

Why did the link in the password reset email expire?

The link in the password reset email notification expires in the following cases:

- It has been 24 hours or more since you requested the password reset email. On the Supplier Login page, click Forgot Password to request a new password reset email.
- You already used the password reset link to reset your password. You'll need to request a new password reset email.

How can I unlock my account and why is it locked?

- You have a limited number of attempts to enter your password.
- Your account will be locked if you make too many unsuccessful attempts.
- After a few hours, your account will automatically unlock. As an alternative, you can get in touch with your company's account admin or reach out to the SAP Ariba Customer Support and ask them to manually unlock your account.

UPDATING MY INFORMATION

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, time zone, or currency on your account:

1. Click on top right corner icon > **My Account** in the menu.
2. **Edit** any fields as needed
3. Click **Save**.
4. If you update your email address, be sure to **click the link** in the confirmation email sent to the new email address.

Note: Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com. You may also consider checking your account notification settings to be sure that the correct email is being used.

How do I update my email notification preferences?

Only an account administrator has the authorisation to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with an SAP Business Account.

LOGIN ISSUE TROUBLE SHOOTING

How can I fix a login issue?

“An unexpected error occurred. If you need assistance, Contact Ariba Customer Support with the Error Reference Number: ANERR - [error code]”

To fix the problem:

- **Clear** your internet browser's cookies and browsing history
- **Close** every browser tab
- Try to **log in** to one of the following Ariba solutions by opening a new browser

- Contact your **organisation's account admin** for help
- If the error still exists after trying these steps, get in touch with the **SAP Business Network Ariba Customer Support**.

How do I resolve a log-in error?

“An unexpected error occurred. If you need assistance, Contact Ariba Customer Support with the Error Reference Number: ANERR - [error code]”

To resolve the issue:

- Delete the cookies and browsing history in your Internet browser
- Close all browser windows
- Open a new browser window, and try to log in again

If the error persists after trying these steps, contact [SAP Business Network Support](#).

DELETING AND CLEARING RECENT HISTORY

How do I delete/clear my browser's recent history, cookies, or cache for a smoother Ariba experience?

If you are using Microsoft Internet Explorer:

- Click **Tools** in the upper left corner of your browser window. (If you cannot see the Tools option, right-click the top of your browser window and select the **Menu bar to make it visible**)
- **Click Internet Options**
- Click **Delete** under the **General tab** under **Delete Browsing History**
- Make sure Cookies and Temporary Internet Files are **checked**
- Click **Delete**
- After the browser finishes deleting your history, **log out** of Ariba and close your browser
- **Open** Internet explorer again.

If you are using Mozilla Firefox:

- Open Internet Explorer and click **History**
- Click **Clear Recent History**
- In the pop-up box, make sure Cookies, Cache, and Active Logins are **checked**
- Click **Clear Now**
- After the browser finishes deleting your history, **log out** of Ariba and close your browser
- **Open** Mozilla Firefox again.

If you are using Google Chrome:

- Click the icon in the **upper right corner** that has three stacked horizontal lines (☰).
- Click **More Tools**
- Click **Clear Browsing Data**
- Next to Obliterate the following items from, choose the **beginning of time**
- Make sure **Cookies** and **other site** and **Plug-in Data**, and **Cache Images** and **Files** are **checked**
- Click **Clear Browsing Data**
- After the browser finishes deleting your history, **log out of Ariba and close your browser**
- **Open Google Chrome again**, to quickly access browser's recent history press and hold the Ctrl + Shift + Del keys on your keyboard.
- Then, you can **remove the files** according to the steps for your browser.